



OPEN EXAMINATION FOR DEPARTMENT OF STATE HOSPITALS

PROGRAM ASSISTANT (MENTAL DISABILITIES-SAFETY)

www.dsh.ca.gov

The Department of State Hospitals is an Equal Employment Opportunity employer committed to ensuring the rights of every applicant and employee to work in an environment free from unlawful discrimination and harassment and without regard to race, color, sex/pregnancy, gender, age, religion, marital status, national origin, ancestry, disability, medical condition, political affiliation or opinion, or sexual orientation.

It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

EXAMINATION TYPE

This is an open examination for the Department of State Hospitals. Examination and/or Employment Applications will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY

Please submit an Examination and/or Employment Application (STD. 678) form to the address indicated below. **DO NOT SUBMIT EXAMINATION AND/OR EMPLOYMENT APPLICATION FORMS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES.**

NOTE: All Examination and/or Employment Application forms must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Examination and/or Employment Application forms received without this information will be rejected. Resumes will not be accepted in lieu of a completed Examination and/or Employment Application (STD. 678) form.

WHERE TO APPLY

MAIL OR HAND DELIVER EXAMINATION AND/OR EMPLOYMENT APPLICATION FORMS TO:

**DEPARTMENT OF STATE HOSPITALS
SELECTION SERVICES UNIT
1600 9TH STREET, ROOM 121
SACRAMENTO, CA 95814
(916) 654-2351**

California Relay for the hearing impaired:

From a TDD Phone (800) 735-2929
From a Voice Phone (800) 735-2922

EXAMINATION ELIGIBILITY LIMITATION

A candidate may be tested only once during any testing period. The testing period for this classification is once every 12 months. If you have taken an examination for this classification with the Department of State Hospitals, Atascadero, Coalinga, Metropolitan, Napa, Patton, Salinas Valley or Vacaville, within the last 12 months, you are not eligible to compete in this examination.

FINAL FILE DATE

NOVEMBER 9, 2012. Examination and/or Employment Application forms must be **POSTMARKED** no later than the final filing date. Examination and/or Employment Application forms postmarked, personally delivered or received via interagency mail after the final filing date will not be accepted. Examination and/or Employment Application forms must have an original signature; therefore, faxed forms will not be accepted for any reason.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application form. The Selection Services Unit will contact you to make special testing arrangements.

IDENTIFICATION REQUIRED

Note: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

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(MENTAL DISABILITIES-SAFETY)**

TT27/8102/2MH05

Final Filing Date: 11/09/2012

EXAMINATION DATES	Qualifications Appraisal: It is anticipated that interviews will be held during February, March and/or April 2013.
SALARY RANGE	<p>Atascadero, Coalinga, Metropolitan, Napa and Patton: Range R: \$6,553 - \$7,226</p> <p>Salinas Valley, Stockton and Vacaville: Range S: \$6,883 - \$7,587</p> <p>*Through June 30, 2013, full-time employees' monthly pay will be reduced by 4.62% in exchange for eight (8) hours of leave. Part-time employees shall be subject to the pay reduction on a pro-rated basis consistent with their time base. The salary above does not reflect this reduction.</p>
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your Examination and/or Employment Application form indicates that you have <u>read</u>, <u>understood</u>, and <u>possess</u> the basic qualifications required.</p> <p>NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date.</p>
MINIMUM QUALIFICATIONS	<p>Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.</p> <p style="text-align: center;"><u>Either I</u></p> <p>Two years of clinical nursing experience in the Department of State Hospitals (formerly Department of Mental Health) performing the duties of a class comparable in level of responsibility to that of a Supervising Registered Nurse or Unit Supervisor in a treatment program for the mentally disabled.</p> <p style="text-align: center;"><u>Or II</u></p> <p>Two years of clinical experience as a psychiatric social worker, psychologist, rehabilitation therapist, or teacher in a treatment program for the mentally disabled.</p>
SPECIAL PERSONAL CHARACTERISTICS	Willingness to work at State hospitals, or at correctional facilities contracting with the Department of State Hospitals for diagnostic and treatment services; demonstrated leadership ability; empathetic and objective understanding of the problems of mentally disordered offenders; patience; and ability to handle stressful situations.
SPECIAL PHYSICAL CHARACTERISTICS	Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, forensic clients, patients, inmates, or the public.
POSITION DESCRIPTION	Incumbents participate in program planning, development, and implementation; plan, coordinate, audit, and evaluate forensic client, patient, or inmate care and treatment; develop appropriate staffing patterns; serve as a resource on equipment, techniques, and current practices; develop training and development plans for staff members; provide the community with training and techniques for the continuation of forensic client, patient or inmate treatment and care; coordinate services within the hospital and with other facilities and agencies; establish program priorities, develop and provide liaison with families, family physicians of forensic clients, patients, or inmates, and appropriate community agencies; interview and recommend selection and allocation of support and clinical staff, students, and volunteers; interpret programs and other hospital functions to hospital staff and the community; observe and intervene in instances of disruptive or assaultive behavior; and act for the Program Director (Mental Disabilities-Safety) in his or her absence.
POSITION LOCATION(S)	Atascadero, Coalinga, Metropolitan, Napa, Patton, Salinas Valley, Stockton and Vacaville.
EXAMINATION INFORMATION	This examination will consist of a Qualifications Appraisal Interview, weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. Candidates who do not appear for the interview will be disqualified.

**REVISED EXAMINATION
SCOPE****Qualifications Appraisal – Weighted 100%****Knowledge:**

1. Superior knowledge of the principles and methods of health care, rehabilitation, education and psychiatric treatment as related to the care and treatment of patients.
2. Advanced knowledge of principles, procedures, and techniques of administering a multidisciplinary treatment program throughout the course of treatment.
3. Working knowledge of the principles and practices of personnel management by maintaining performance improvement.
4. Working knowledge and ability to independently or collaboratively use research methods and techniques for internal or external reports.
5. Working knowledge of principles and methods of training assigned subordinates to enhance employee performance and meet Program goals.
6. Advanced knowledge of the Department's Equal Employment Opportunity objectives to ensure that the workplace is free from discrimination.
7. Superior knowledge of the principles and methods of health care, rehabilitation, education and psychiatric treatment as related to the care and treatment of patients.
8. Working knowledge of forensic issues and California Penal Codes, which could impact delivery of service and discharge planning.
9. Working knowledge of risk management skills and ability to discuss and review incidents during Program Review Committee meetings.
10. Comprehensive knowledge of the care and treatment of patients or inmates with mental disabilities to ensure safety and security of staff, patients and the community.
11. Comprehensive knowledge of a supervisor's responsibility for promoting equal opportunity in hiring and employee development in order to maintain a work environment that is free of discrimination and harassment.
12. Knowledge of effective supervisory principles, practices and techniques to appropriately and effectively plan, oversee and direct the work activities of subordinate employees.
13. Comprehensive knowledge of the principles of organization and management to effectively manage resources in compliance with state requirements.
14. Intermediate knowledge of computer skills to process or present information via spreadsheets, word processor, internet, e-mail, etc.

Skill:

1. Intermediate writing skills to compose complex report and legal documents.
2. Superior leadership skills, in decision making and problem solving and backup to Program Director.

Ability:

1. Advanced ability to identify resources for planning and coordinating a program which maximizes the physical, cognitive, treatment and social development of patients.
2. Advanced ability to handle emergency situations and sensitive issues involving staff and/or patients to ensure their safety and facility security.
3. Advanced ability to analyze complex problems and take appropriate actions.
4. Basic ability to integrate the program with the overall functions of the hospital.
5. Advanced ability to communicate effectively, whether verbal or written.
6. Advanced ability to work independently in identifying the need for and developing proposed changes in program practices and procedures.
7. Advanced ability to handle emergency situations and sensitive issues involving staff and/or patients to ensure their safety and facility security.
8. Ability to assign and delegate work to subordinate employees.
9. Ability to resolve performance problems by planning an implementing measures to improve performance.
10. Ability to motivate, develop, and direct people in the performance of their work to improve the work environment, the quality of work, and increase productivity.
11. Ability to lead organizational change with staff and supervisors.
12. Ability to negotiate resolution and agreements with stakeholders, management, vendors, and staff.
13. Ability to interpret and apply the department's strategic plan (e.g., mission, vision, values, goals and objectives) to align program goals with organizational direction.

**ELIGIBLE LIST
INFORMATION**

A departmental open eligible list will be established for the Department of State Hospitals. The eligible list will be used to fill vacancies in the Department of State Hospitals. The list will be in effect for a minimum of 12 months. It will be abolished after 48 months or the completion of a subsequent examination, whichever occurs first.

VETERANS PREFERENCE

Veteran's preference credit will not be granted in this examination since it does not qualify as an entrance examination under the law.

GENERAL INFORMATION

For an examination without a written feature it is the competitor's responsibility to contact the Department of State Hospitals, Selection Services Unit at (916) 654-2351 three weeks after the application deadline date if she/he has not received a progress notice.

If a competitor's notice of oral interview or performance test fails to reach her/him prior to the day of the interview due to a verified postal error, she/he will be rescheduled upon written request.

Examination and/or Employment Application (STD. 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, the Department of State Hospitals, and accessible on the internet at www.calhr.ca.gov.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Competitors who pass will be ranked according to their scores.

The Department of State Hospitals reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of competitors and conditions warrant. Ordinarily oral interviews are scheduled in Sacramento. However, locations of interviews may be extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Veterans' Preference: California law limits the granting of veterans preference credits to entrance examinations. Veterans, widows, widowers, and the spouse of a disabled veteran may qualify for veterans' preference credits in Open entrance examinations (15 points for disabled veteran; 10 points for other veterans). Applicable points will be added to the final score of all candidates who are successful in this examination, and who qualify for, and have requested these points. Due to changes in the law, which were effective January 1, 1996, CURRENT CIVIL SERVICE EMPLOYEES WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' PREFERENCE CREDITS. Directions on how to apply for veterans' preference credits are on the Veterans' Preference Application Form (Form 1093) which is available from California Department of Human Resources, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the Examination and/or Employment Application (STD. 678) form. (Section 4 of Article VII of the California Constitution is posted at the California Department of Human Resources, 1515 S Street, Sacramento.)

DEPARTMENT OF STATE HOSPITALS**SELECTION SERVICES UNIT****1600 9th Street, Room 121****Sacramento, CA 95814**

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.

From TDD Phones: 1-800-735-2929

From Voice Phones: 1-800-735-2922